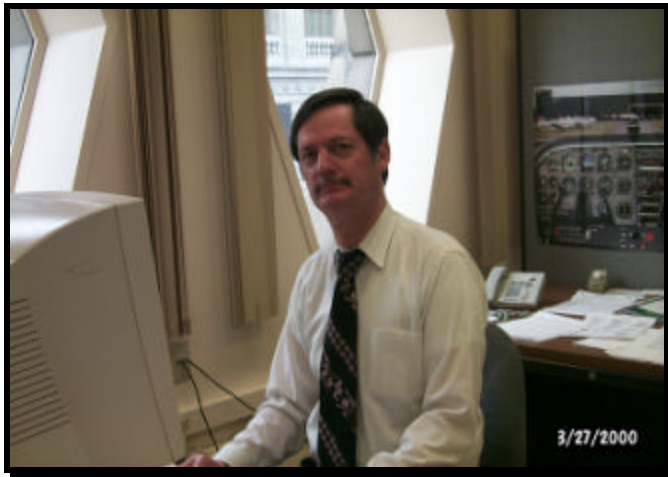


A REPORT ON PROGRESS

THE new millennium finds the department continuing to focus on enhancing productivity by automating many of our annual and daily functions. New and updated technology systems and software continue to dominate our environment and have assisted in reaching our goals of uniformity, reliability and correct assessment levels.



Robert Pearson

The Public Information Unit is usually a taxpayers first contact with the Department of Assessments. This unit provides service at our public counter, answers telephone inquiries, and responds to

written inquiries. The public area also contains self-serve computer terminals where the public can access our data. The computers within this unit have been upgraded during the past year to provide the requested information with a shorter response time.

The primary responsibility of the unit is to support and explain to the public the assessment process of real and personal property and to have a broad knowledge of related Department functions such as Exemptions, Abstract and Mapping. The staff also has a working knowledge of related county, city and state offices. During the past year, over 83,000 telephone inquiries were handled and approximately 28,500 individuals were provided assistance in our public area. Additionally, 1,100 e-mails were handled.

Accounting Division

Assessor's parcel maps are now being maintained solely by digital means, following completion of the quality control phase of map conversion in 2000.

Administration of the current use exemption was more fully automated. New computerized valuation models have replaced hand calculation of current use values and painstaking paper record keeping. Current Use staff are able to devote more time to fieldwork and review of incoming applications, with more timely completion of valuation tasks.

Accounting and Information Services (IS) Division staff are working with the County Recorder's Office on a joint project to centralize entry of data from real estate excise tax affidavits.

Implementation of this project in early 2001 will result in more timely processing of taxpayer name and address changes resulting from sales of real property.

Implementing Technology Enhancements

For the past few years the department has been migrating off the mainframe system to a client server environment. Our hard work and dedication have proven positive. Last year, we received the Distinguished Assessment Jurisdiction Award for North America from the International Association of Assessment Officers in recognition of our technology achievements in the government appraisal field. Systems have been built that enable appraisers to analyze, verify, and set fair and equitable values. In support of this award, the number of appeals is down.



Mai Trinh

This year, the IS Division is integrating the Geographical Information System (GIS) with appraisal processes in the KingView application. This will allow the appraiser to merge geographical data from other government agencies with assessor data to study valuation trends, verify data and update information. With this system, an appraiser can see if there is a relationship between land values and environmental sensitive areas such as wetlands, steep slopes, and flood zones.

Enhancing our systems to provide the highest level of service to our users and ultimately to the public remain a constant priority. Efforts continue to lower cost and increase efficiency by working with other government agencies to exchange data electronically.



Residential Appraisers



Vic Battson

Residential Division

The focus of the Residential Division continues to be on the successful valuation of over 460,000 parcels each year. The new revaluation cycle starts with established plans and timelines. Training and careful planning help produce a quality product.

The integration of KingView, the Assessor's GIS program, is expected to expand the information utilized in the valuation process. Along with KingView, the Division will be continuing the use of digital cameras and has established a program to capture pictures and drawings for the upcoming revaluation areas. The Assessment Analysts continue to utilize the NCSS software and statistically adjust those parcels not being physically inspected during this cycle.



County Assessor, Scott Noble , swears in new Appraisers

Commercial/Business Division

The 1999 Commercial/Business Assessment Roll for 2000 tax purposes was completed with excellent quality. The Division continues to encourage creativity to enhance work quality, increase valuation training, and promote greater communication and information sharing via new computer applications.

Personal Property staff have been active in testing electronic filing opportunities. This would allow taxpayers to receive and file the Personal Property Affidavit on-line and the Department to download the acquisition information, eliminating data entry and data entry errors.

Commercial Appraisal staff have successfully incorporated KingView into their work to allow access to maps on personal computers. Appraisers will be analyzing spatial relationships of zoning, wetlands, sales, topography, and the like with market value.



Miriam Nazario, Joanne Arnott, Apollo Buban, Tina Elleby, Alayne Fairman, Judy Metcalf, and David Villarba

SERVICE AWARD PRESENTATIONS



Bob Roegner, Tina Elleby, Apollo Buban



Bob Roegner, Hazel Newton

